



THE ROYAL PORTFOLIO  
**THE SILO**

2019 RATES

	LOW SEASON May, June & July	MID SEASON April, August, September, October & 01 - 14 December	HIGH SEASON 06 January- 31 March November	FESTIVE 15 - 31 December & 01 - 05 January 2020
<b>Silo Room</b> (8 rooms)	R 13,500 per night	R 17,300 per night	R 20,300 per night	R 22,100 per night
<b>Superior Suite</b> (6 suites)	R 18,100 per night	R 23,800 per night	R 27,200 per night	R 29,700 per night
<b>Deluxe Superior Suite</b> (7 suites)	R 19,400 per night	R 25,400 per night	R 29,200 per night	R 31,900 per night
<b>Family Suite</b> (Sleeps 4) (4 suites)	R 28,100 per night	R 34,000 per night	R 36,700 per night	R 43,200 per night
<b>Royal Suite</b> (Sleeps 4) (2 suites)	R 44,300 per night	R 54,000 per night	R 64,800 per night	R 71,300 per night
<b>Penthouse</b> (One bedroom)	R 71,300 per night	R 84,500 per night	R 104,200 per night	n/a
<b>Penthouse</b> (Two bedrooms)	R 81,000 per night	R 97,200 per night	R 118,800 per night	R 151,200 per night
Additional guest sharing (Not available in a Silo Room)	0 - 4 years old		No charge	
	5 years and older		R 2,200 per night	

All the above are RACK rates and subject to change without prior notice

Rates are inclusive of:

- Accommodation
- Full English breakfast
- Limited Mini Bar
- Access to Gym & Spa Facilities

- Parking
- Wireless Internet
- Guest Liaison

Rates exclude:

- Lunch, dinner & snacks
- Laundry
- Telephone calls
- Transfers

- Boutique purchases
- Additional activities
- Spa treatments



## THE ROYAL PORTFOLIO

### TERMS & CONDITIONS

#### PAYMENT POLICY

Deposit (outside of peak season)

- A 25% deposit is payable within fourteen (14) days from date of confirmation. The balance payable is due six (6) weeks prior to arrival.
- Should The Royal Portfolio receive a secondary enquiry against provisional/unconfirmed booking, we will endeavour to make contact with you. A response within 24 hours will be required failing which the rooms will be automatically released. If a response is received the initial enquiry will have seven (7) days to confirm or release.

Peak season

- The peak season at each property is as follows:

Royal Malewane

- June, July and August
- 15 December to 15 January

Birkenhead House, La Residence, The Silo and Private Residences

- 15 December to 15 January

During peak season the following payment and cancellation policy applies:

- A 25% **non-refundable** and **non-transferable** deposit is payable within seven (7) days from date of confirmation.
- Full payment is due 4 months (120 days) prior to arrival for all bookings. If full payment is not received by the due date, the booking will unfortunately be cancelled and the deposit forfeited.
- Payment for accommodation can be made either via a direct wire transfer instruction or Electronic Funds Transfer (EFT).
- Payment for extras can be made at the hotels by cash, traveller's cheques, or either Visa/MasterCard/Amex or Diners Club cards.
- There is a 2% administration fee on all credit card transactions for accommodation charges.
- Payments must be made in South African Rand (ZAR) via wire transfer or EFT, NETT of bank charges.

#### CANCELLATION POLICY

Cancellation fees will be levied in the event of a cancellation and in accordance with the reservation terms and conditions of The Royal Portfolio.

- 5 % of accommodation as an admin fee if cancelled more than 12 weeks prior to arrival
- 25% of accommodation if cancelled 8 to 12 weeks prior to arrival
- 50% of accommodation if cancelled 4 to 8 weeks prior to arrival
- 100 % of accommodation if cancelled less than 4 weeks prior to arrival
- 100% of accommodation and pre-booked transfers for any 'no shows'

Please note that a change of date of a confirmed reservation constitutes a cancellation and the above cancellation fees apply.

#### TRAVEL INSURANCE:

The guest is obliged to ensure that he/she has taken out adequate travel insurance to cover the financial implications of The Royal Portfolio Cancellation Terms & Conditions. The Guest will bear the sole & absolute responsibility in this regard.

#### MINIMUM STAY

Please note that during high/peak/festive season we operate a dynamic minimum night stay policy whereby we will seek to accommodate any length of stay provided that the booking does not create an unsellable night.

#### CHILD POLICY:

We accept children over 10 years old at all our properties.

Children under the age of 10 are welcome at;

- Ø The Silo
- Ø Royal Malewane: The Royal Suites & Africa House
- Ø La Residence: Vineyard Suites

#### CHECK-IN / CHECK OUT TIMES

**Check-in time is 14h00.** Every effort will be made to ensure your room is available upon arrival, however should you wish to guarantee an early arrival, you would be required to book for an additional night prior to your scheduled arrival.

**Check-out time is 11h00.** A late check-out is subject to availability and can only be confirmed on-site on the day of departure. Should you wish to guarantee a late check-out, you would be required to book an additional night.

GENERAL :

By agreeing to the rates provided you confirm that:

- 1) You have read and applied your mind to the Royal Portfolio terms and conditions.
- 2) Your attention has been drawn to all clauses, especially to the ones relating to our sole and absolute responsibility for ensuring all guests are aware of The Royal Portfolio's terms and conditions and the clauses relating to The Royal Portfolio's exclusion of liability and indemnity.
- 3) You accordingly agree to be bound by the terms and conditions and do so without any undue influence and acknowledge that the terms and conditions form an essential part of the contract between the Royal Portfolio and yourselves.

**Disclaimer & Indemnity**

**The contracting person/company bears the sole and absolute responsibility for ensuring that they/their clients are aware of The Royal Portfolio's exclusion of liability and indemnity and that all clients have the necessary travel documentation and comprehensive travel insurance (including medical and emergency travel expenses). The Royal Portfolio cannot be held responsible for any amendment to scheduled air timetables or discontinued flights and all or any additional costs incurred related thereto.**

**These terms are valid for any bookings made with The Royal Portfolio and is subject to variation or termination in writing by The Royal Portfolio.**

**All persons entering these premises and/or using any facilities and/or participating in activities on the premises of The Royal Portfolio do so entirely at their own risk. The Royal Portfolio, its officers, employees, agents, representatives, subsidiaries, affiliates, controlling or holding companies and insurers, past and present will not be liable or responsible for any personal injury, harm, death, loss of support or any other damages of any nature whatsoever, whether arising from negligence or any other cause whatsoever.**

**Without derogating from the generality of the a foregoing, parents and guardians who enter these premises do so on the basis that they assist any child accompanying them, in contracting as aforesaid and, undertake to indemnify, hold harmless and absolve The Royal Portfolio from any and all claims whatsoever that may arise in connection with any personal injury, harm, death, loss of support or damages of any nature whatsoever, whether arising from negligence or any other cause whatsoever, suffered by any such child.**

We look forward to hosting your clients at The Royal Portfolio hotels and we will endeavour to give your guests a complete experience and a perfect stay.

For further assistance please contact Central Reservations at:

Tel: +27 (0) 21 671 5502

email [reservations@trp.travel](mailto:reservations@trp.travel)